Remarks

The present amendment is in response to the action mailed in the above-referenced case on April 16, 2003. Claims 1-15 are standing for examination. The Examiner establishes the priority date of the application as 8/10/2001. The Examiner states that the Disclosure Statement 8/10/2001 does not comply with 37 CFR 1.98(a)(2) because U.S. Patent Application 09/160,558 was listed, but a copy of the document was not provided. The Examiner objects to the disclosure. The Examiner objects to claim 13. Claims 4, 7, 11-13 and 15 are rejected under 35 U.S.C> 112, second paragraph. Claims 1-5, 7-10, 13 and 14 are rejected under 35 U.S.C. 102(a) as being anticipated by Schulzrinne (WO 00/76158 A1) hereinafter Schulzrinne.

In response to the Examiner's rejections, objections and statements, applicant herein amends the disclosure to overcome the Examiner's objection. Applicant herein cancels claims 1-15, and presents newly written claims 16-27 for examination. The newly written claims specifically recite the patentable limitations of applicant's invention wherein the reformatting mechanism converts the SIP routing request into non-SIP protocol understood by the CTI server, and sends the non-SIP request to the CTI-server for processing and response, and the CTI server determines a routing for the communication event.

The heart of applicant's invention in these new claims is that a SIP request initiated by a caller is parsed in our call center, <u>and then reformatted into language that is understood by the CTI-Server in the call center, which then makes routing decisions.</u> This allows SIP to be used by a caller to forward a routing request for virtually any transaction (IP call, e-mail, voice mail, etc.), which can then be routed by the call center. In applicant's invention a separate set of routing

mechanisms and routing rules do not have to be utilized for separate types of communications.

This info is in our disclosure at page 25 beginning at line 6; "The SIP event arrives at server 410 where SW 411 parses the message for content and separates the header information and content (form data) from the SIP message.

The parsed data is then re-formatted into language that is understood by T-server 412 and sent as a routing request to the server. Record of the event remains at server 410 until a response is received from T-server 412 concerning routing determination. T-server 412 executes any applicable routing routines using the re-formatted SIP data and sends a routing result or recommendation back to server 410."

Applicant argues that Schulzrinne's SIP protocol is used all the way through the routing process to the end destination to create routing separate from "conventional" CTI routing rules.

Applicant's invention provides, for the first time, a routing system that is able to route both COST and IPNT calls, and also different media forms to available agents sharing a LAN within a call center, wherein SIP-protocol routing requests are used to set-up, manage, and terminate sessions between agents and clients of the center and between agents and other agents associated with the center according to established routing rules set-up for the entire center, managed by the CTI-server.
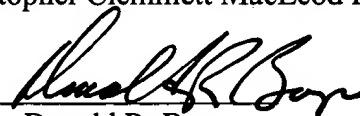
Applicant believes the claims as amended and presented for examination are patentable to applicant over the references cited and applied, and therefore requests reexamination and that the case be passed quickly to issue.

If there are any extensions of time required beyond an extension

specifically petitioned and paid with this response, such extensions are hereby requested. If there are any fees due beyond any fees paid by check with this response, authorization is given to deduct such fees from deposit account 50-0534.

Respectfully Submitted,

Christopher Clemmett MacLeod Beck et al.

by_____

Donald R. Boys
Reg. No. 35,074

Donald R. Boys
Central Coast Patent Agency
P.O. Box 187
Aromas, CA 95004
(831) 726-1457